

" Tenant 360: A Comprehensive Solution for Enterprise Data Centers "

Driving Efficiency Through Automation and Transformation



About Praval

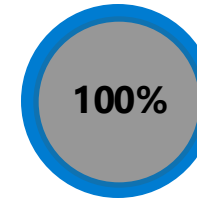


Wilmington | Dallas | Hyderabad



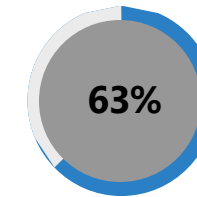
2 Times
Winner

Won award at Microsoft Ignite
Overall Best App Award



Customer Satisfaction

We don't settle for anything but the best, for our clients and for ourselves.



Certified Associates

45% have 2+ certifications

We at Praval bring a fresh perspective to problem understanding and build experience centric solutions.

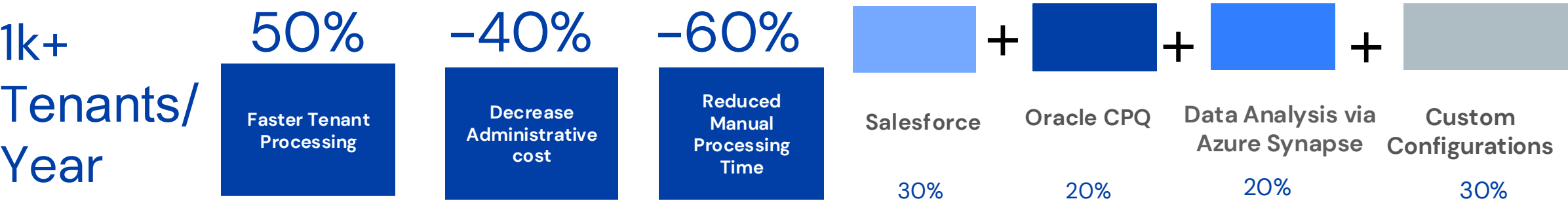
Technology Partners



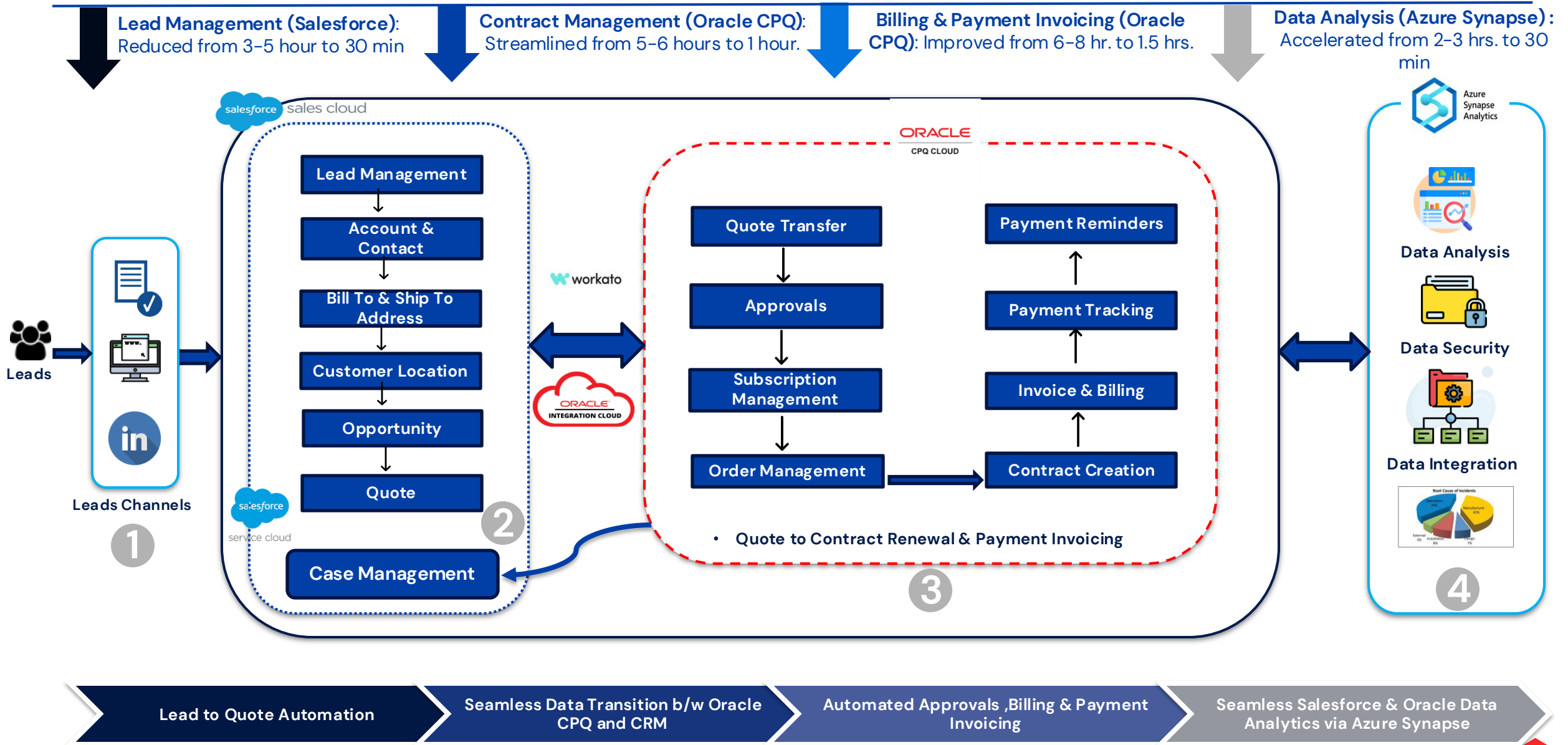
Case study – Smart Automation for Seamless Data Center Tenant Management

Problem Statement : Fragmented systems and manual processes create inefficiencies in data centers, slowing down **tenant onboarding, billing, and data analysis**. These issues extend the **lead-to-quote transition to 22-24 hours(1 day)**, delaying up to **80% of cases** and disrupting **30%** even further. Streamlining these operations will reduce the transition time to **3-4 hours**, improving efficiency, enhancing accuracy, and elevating the tenant experience.

Solution: Streamlined tenant management by integrating **Salesforce** for automated **lead-to-quote** transitions, **Oracle CPQ** for accurate **quote-to-billing**, **Azure Synapse** for **unified analytics**, and Salesforce **Case Management** for seamless issue resolution. This integrated solution reduces tenant processing time by up to **81%**, enhances accuracy, and elevates tenant experiences with predictive insights and centralized tracking.



Business Process Flow – “Tenant Management Transformation with Automation”



Praval Value:

Business Benefit	Out of the box	Praval value add
Tenant Management time is reduced from 22-24 Hours to 3-4 Hours. - Tenant management efficiency is improved by 81% through automation.	Leads from various external sources are automatically captured by Salesforce through integrated lead channels. Quote and case management automated in Salesforce with real-time tracking and approval workflows.	- Customized Salesforce to automate lead reviews and approvals with streamlined flows, accelerating decision-making and reducing manual effort. - Automated Salesforce case management with Apex and LWC assigns cases to the relevant teams based on issues and priority, increasing efficiency by 30%.
Quote generation time decreased from 3 hours to 30 minutes. Administrative costs reduced by 40% through automated workflows.	Oracle CPQ integration automates the quote-to-billing transition using built-in Oracle CPQ workflows and pricing rules, streamlining the process and enhancing efficiency. - Automated contract renewal notifications and processing are enabled through Oracle CPQ's renewal management functionality and workflow automation, reducing manual intervention and ensuring timely updates and improved workflow.	Oracle CPQ automation accelerates quote approvals and subscription management, cutting processing time by 50%. - Streamlined Order Management, Invoicing, and Payment Tracking reduces manual effort by 40%, increasing accuracy and operational efficiency.
Azure Synapse integration improved data visibility and trend analysis. - Decision-making accuracy increased by 40%.	- Real-time alerts enabled through integration for tenant status updates. Azure Synapse analytics provides real-time tenant insights and predictions.	- Customized with Azure Synapse, Salesforce APIs, Oracle CPQ, and encryption for secure data analysis and reporting. Azure Synapse boosts predictive analytics for better tenant management.



Thank you!



APPENDIX

